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1 Calling party  
source telephone

Fig., page 1 of 64 A VIRTUAL  
VOICE/COMPANY/OFFICE NETWORK TOOL  
KIT, METHOD, AND COMPUTER PROGRAM  
PRODUCT

John Kenneth Amick

Application number 09/556,439.

Replacement sheet

2 PSTN  
Transport

Caller directly dials or  
is forwarded into  
Node or Hub  
equipment.

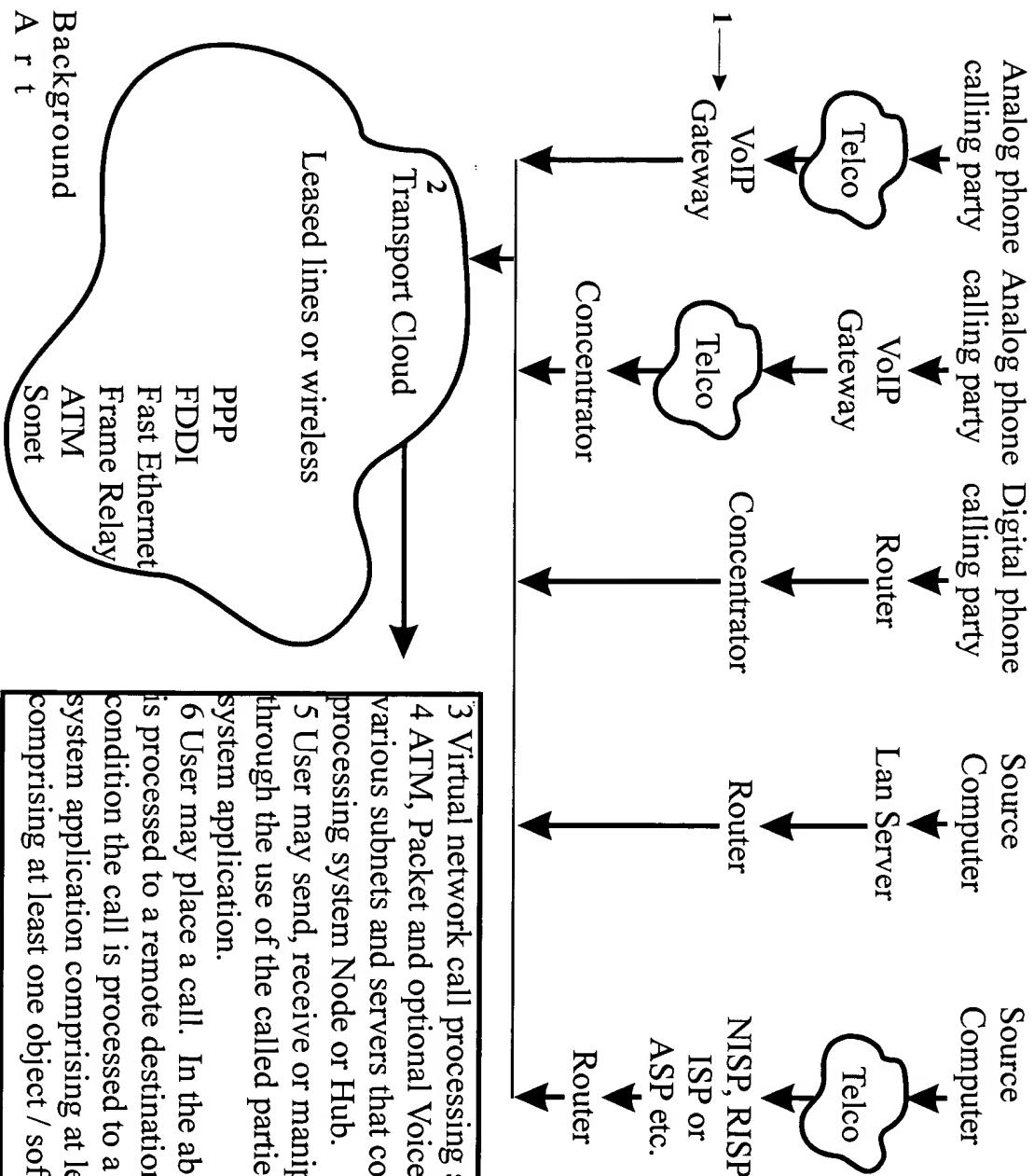
- 3
- 4 Virtual network call processing system Node or HUB.
- 5 Handling and routing information from the network or Node switch instructs the Node equipment to start the desired virtual network call processing system application.
- 6 Appropriate greeting is played to the caller.
- 7 Caller may send, receive or manipulate a mixed-media message.
- 8 Caller takes an action resulting in an out dial. In the absence of an error condition the call is processed to a remote destination telephone. During an error condition the error handling mechanism processes the call to a virtual network call processing system application comprising at least one software application comprising at least one object / software construct.
- 9 Remote destination telephone

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Replacement  
sheet

Fig, page 2 of 64 A VIRTUAL  
VOICE/COMPANY/OFFICE NETWORK TOOL KIT,  
METHOD, AND COMPUTER PROGRAM PRODUCT  
John Kenneth Amick  
Application number 09/556,439.

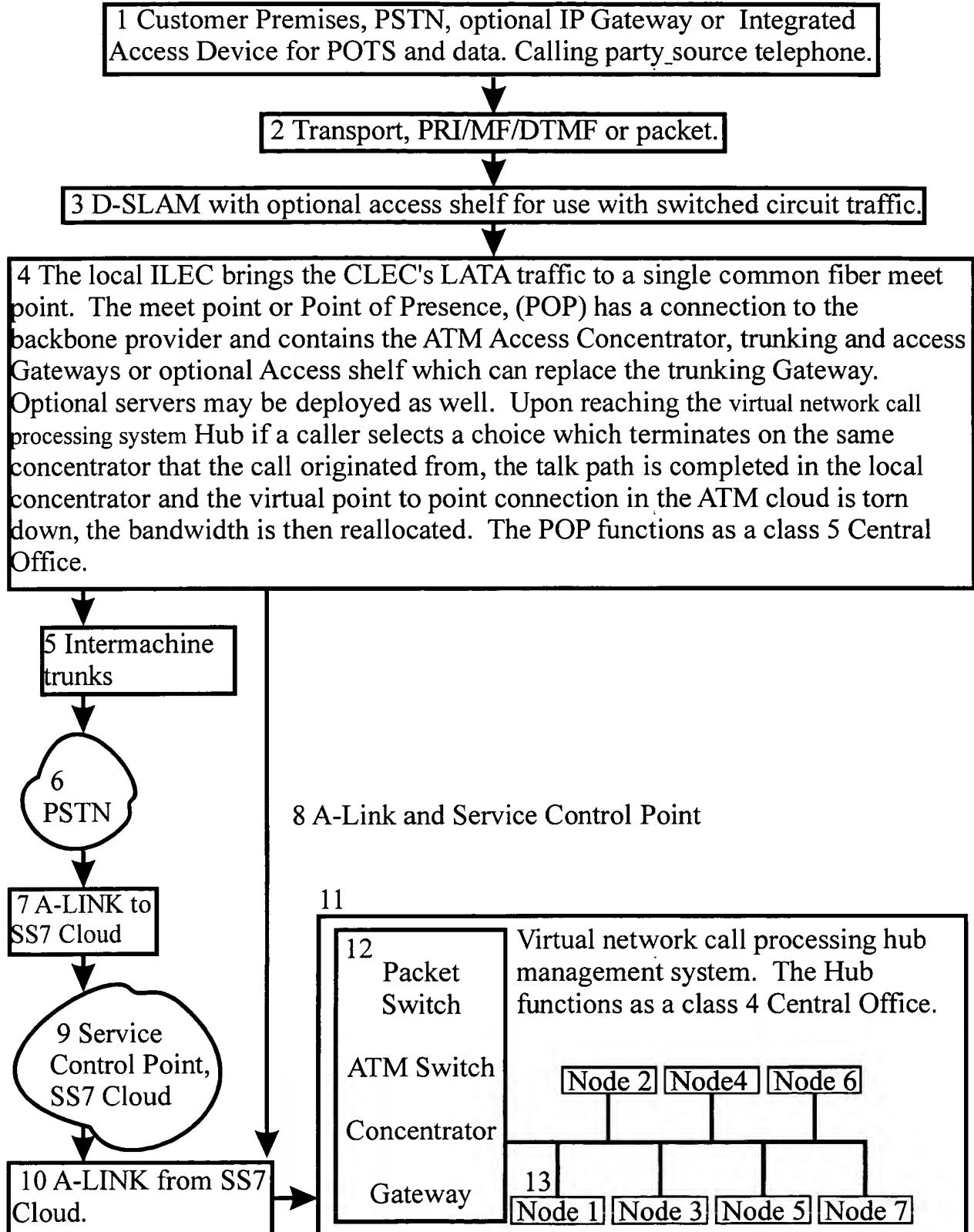


- 3 Virtual network call processing system Hub site.
- 4 ATM, Packet and optional Voice Switch, Gateways, Concentrators, various subnets and servers that comprise a virtual network call processing system Node or Hub.
- 5 User may send, receive or manipulate a mixed-media message through the use of the called parties Virtual network call processing system application.
- 6 User may place a call. In the absence of an error condition the call is processed to a remote destination telephone. During an error condition the call is processed to a Virtual network call processing system application comprising at least one software application comprising at least one object / software construct.



Fig., page 3 of 64 A VIRTUAL  
VOICE/COMPANY/OFFICE NETWORK TOOL KIT, sheet  
METHOD, AND COMPUTER PROGRAM PRODUCT  
John Kenneth Amick  
Application number 09/556,43.

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Background Art

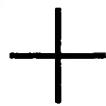
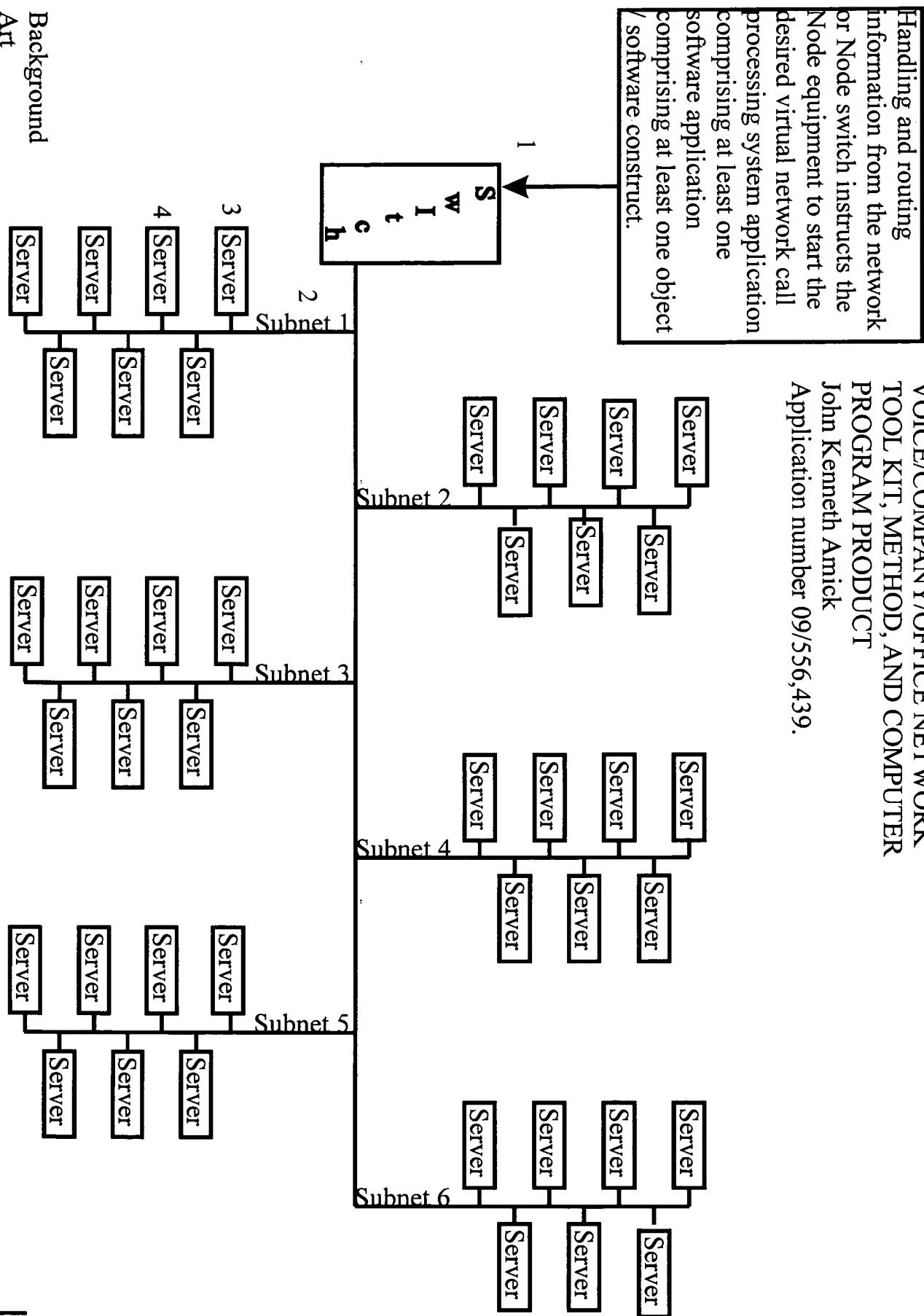


Fig., page 4 of 64 A VIRTUAL  
VOICE/COMPANY/OFFICE NETWORK  
TOOL KIT, METHOD, AND COMPUTER  
PROGRAM PRODUCT  
John Kenneth Amick  
Application number 09/556,439.



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Fig., page 5 of 64 A VIRTUAL  
VOICE/COMPANY/OFFICE NETWORK TOOL  
KIT, METHOD, AND COMPUTER PROGRAM  
PRODUCT

John Kenneth Amick

Application number 09/556,439.

1  
Transport

Switched  
or Packet

2  
Central Office Node which  
provides handling and  
routing information to the  
various Hub Nodes for  
switched services.

3  
Optional; Node Voice Switch

After translation, the incoming digits match  
phantom extension numbers in the numbering  
plan of the switch.

5  
The information provided from  
the appropriate switch starts  
the correct application under  
control of the objects /  
software constructs.

4  
ATM & Packet  
switches,  
Concentrators and  
Gateways provide  
routing to subnets  
for packetized voice  
and applications.

6  
Subnets with servers  
hosting client's  
applications.

Background  
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New sheet

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VOICE/COMPANY/OFFICE NETWORK TOOL  
KIT, METHOD, AND COMPUTER PROGRAM  
PRODUCT John Kenneth Amick  
Application number 09/556,439.

1  
Transport

Switched  
or Packet

2  
Central Office Node which provides handling and routing information to the various Hub Nodes for switched services.

3  
Optional; Node Voice Switch

After translation, the incoming digits match phantom extension numbers in the numbering plan of the switch.

5  
The phantom extensions carrying digital integration information are forwarded to a hunt pilot number containing the digital extensions used by the correct server which may call upon various other servers in the subnet.

4  
ATM & Packet switches, Concentrators and Gateways provide routing to subnets for packetized voice and applications.

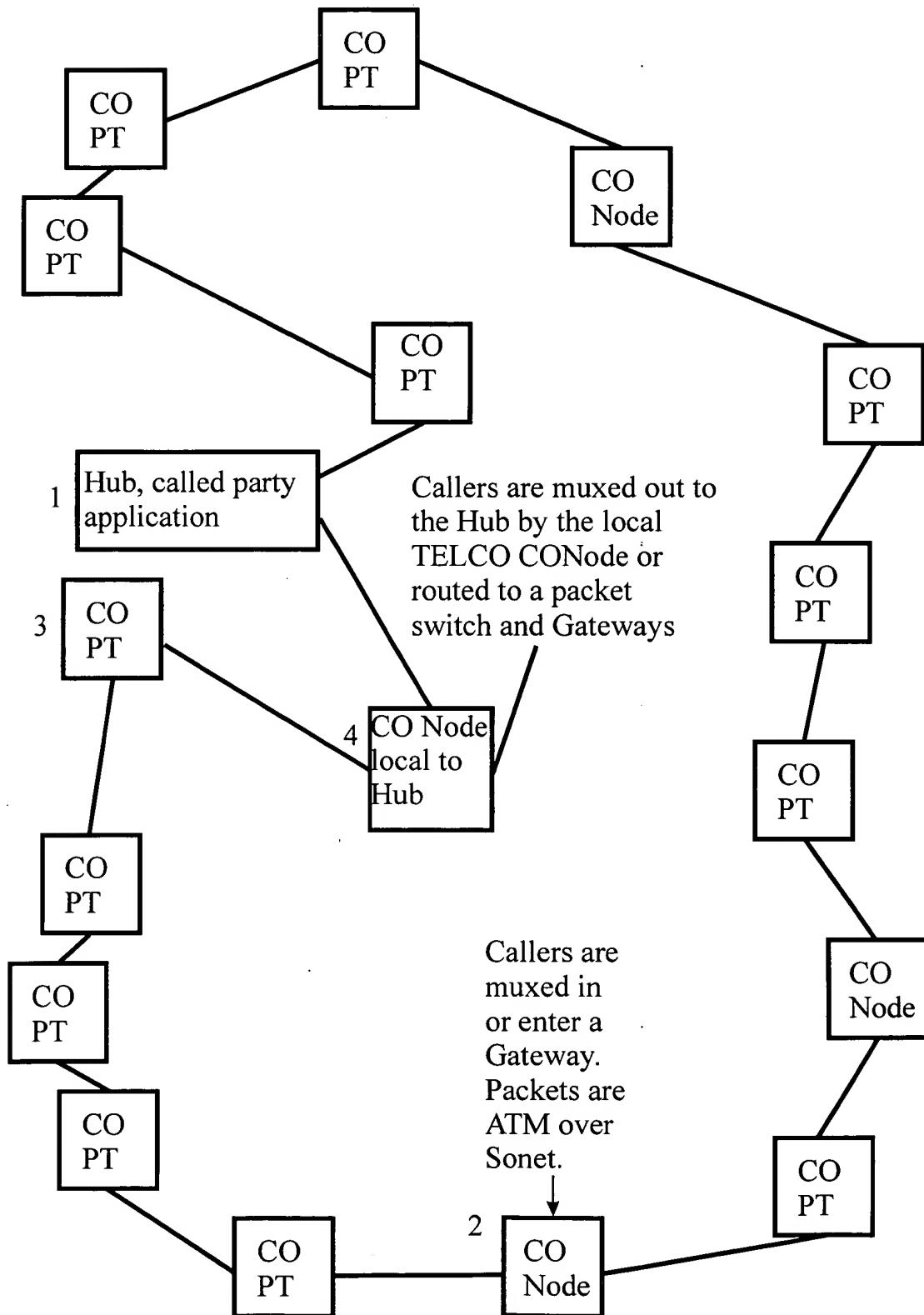
6  
Subnets with servers hosting client's applications.

Background Art

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Fig., Page 6 of 64 A VIRTUAL  
VOICE/COMPANY/OFFICE NETWORK TOOL KIT,  
METHOD, AND COMPUTER PROGRAM  
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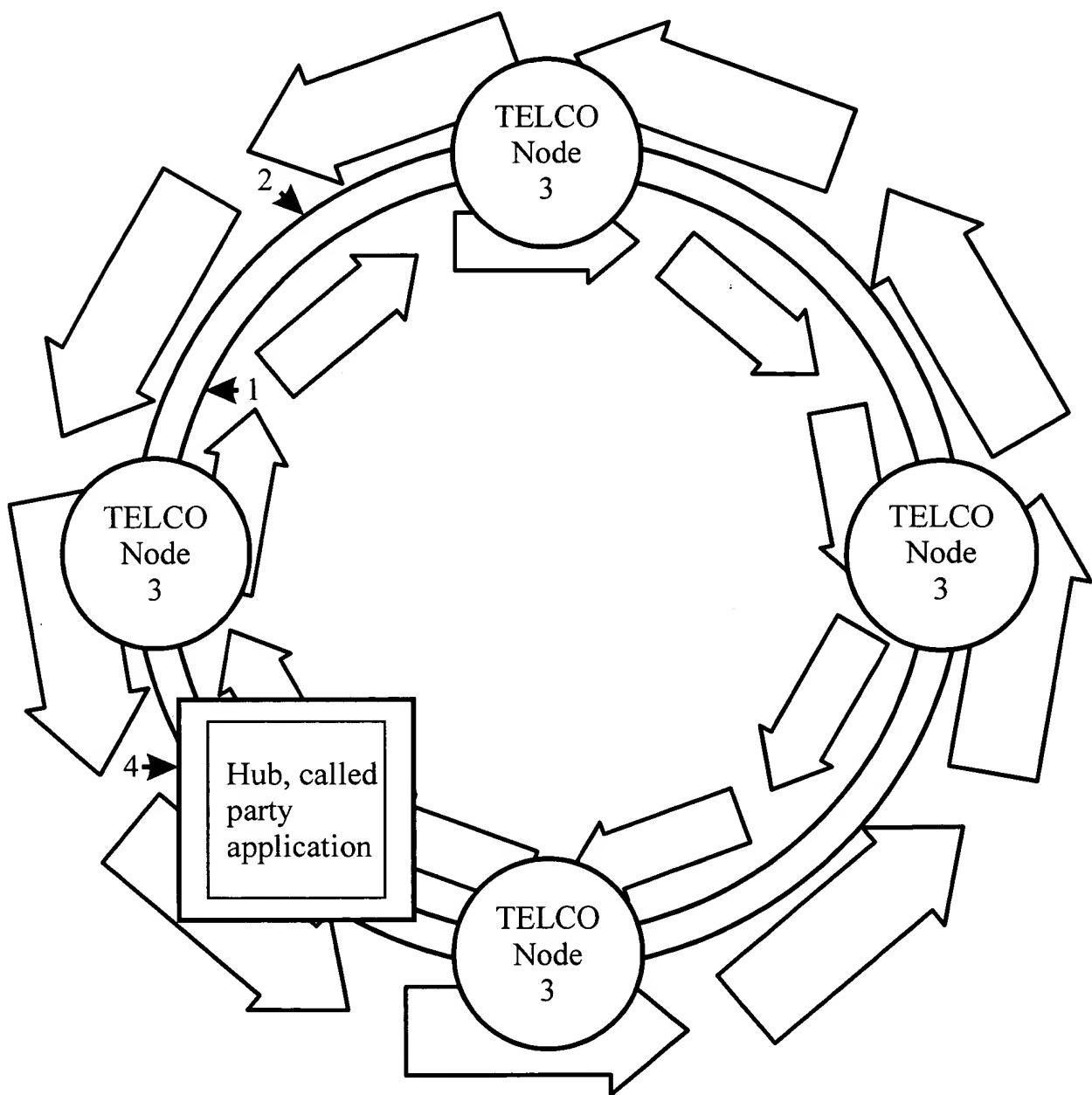
Replacement sheet



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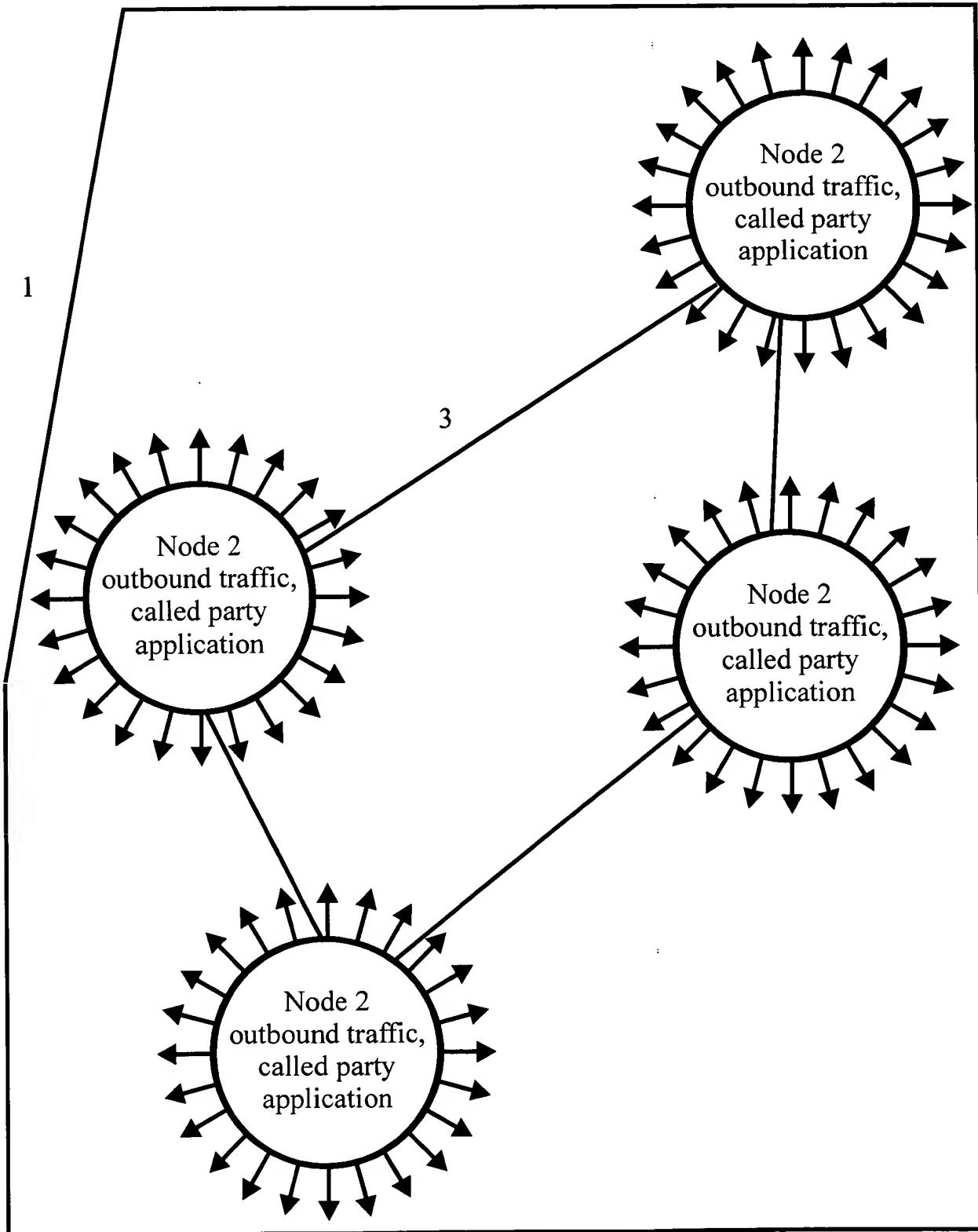
Fig., Page 7 of 64 A VIRTUAL  
VOICE/COMPANY/OFFICE NETWORK  
TOOL KIT, METHOD, AND COMPUTER  
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Replacement  
sheet



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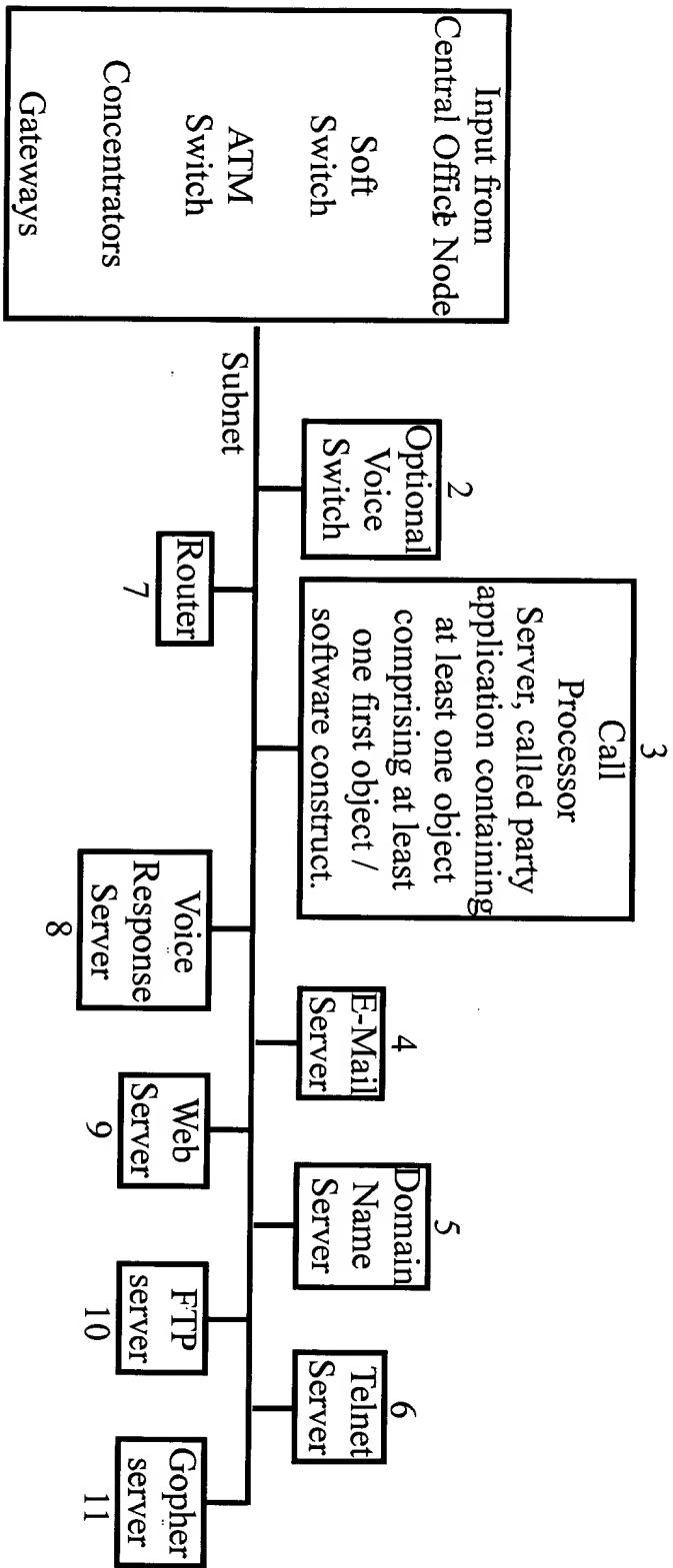
Fig., Page 8 of 64 A VIRTUAL  
VOICE/COMPANY/OFFICE NETWORK TOOL  
KIT, METHOD, AND COMPUTER PROGRAM  
PRODUCT John Kenneth Amick  
Application number 09/556,439.



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Fig., Page 9 of 64. A VIRTUAL  
 VOICE/COMPANY/OFFICE NETWORK TOOL KIT,  
 METHOD, AND COMPUTER PROGRAM PRODUCT  
 John Kenneth Amick  
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Background Art

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Fig., Page 10 of 64 A VIRTUAL VOICE/COMPANY/OFFICE  
 NETWORK TOOL KIT, METHOD, AND COMPUTER  
 PROGRAM PRODUCT John Kenneth Amick  
 Application number 09/556,439.

Replacement sheet

Object / Software Construct-Use Example

1 → (xxx)xxx-xxxx  
 M/B 2004,N,468 silent greeting

2 → -MTWTF- 08:00-12:00 N/B 83500,N,1  
 -MTWTF-12:01-12:59 N/B 83600,N,1  
 -MTWTF-13:00-17:00 N/B 83500,N,1

Default N/B 83700,N,1

4 → Business hours Intercept M/B 83800,9979390,32  
 5 → A/C A/E to M/B 1077,9979390,N,32

6 → Lunch and Default Intercept M/B 83900,N,32  
 A/C A/E to M/B 1077,9979390,32

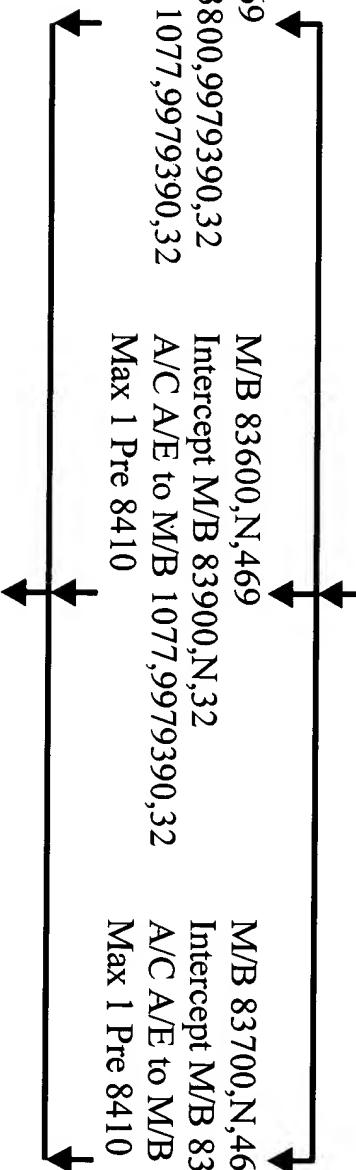
XYZ Company  
 Contact-Name of person

Telephone (XXX) XXX-XXXX  
 Fax (XXX) XXX-XXXX  
 Street address

Suite X  
 City, State, Zip

M/B 83700,N,469  
 Intercept M/B 83900,N,32  
 A/C A/E to M/B 1077,9979390,32  
 Max 1 Pre 8410

M/B 83600,N,469  
 Intercept M/B 83900,N,32  
 A/C A/E to M/B 1077,9979390,32  
 Max 1 Pre 8410



Application located in NOCC 1

Default security code KUNK or 58645

Voice Doreen Panico, User transfer on all trunks.  
 Call forward ring no answer on all trunks

Background  
 Art

FIG 10

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A VIRTUAL VOICE/COMPANY/OFFICE  
NETWORK TOOL  
KIT, METHOD, AND COMPUTER  
PROGRAM PRODUCT  
John Kenneth Amick  
Application Number 09/556,439.

Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 0

Unassigned D.I.D. mailboxes. NOTE: A silent D.I.D. mailbox greeting must be recorded.

Non-area code specific Object.

Description:

The number of a mailbox placed in this Object matches the number that will be received by the Call Processor Portion of the Node or Hub after any and all translations are accomplished. This number is generated when a caller reaches a telephone number issued to a customer. As numbers in Object 0 are not currently issued but are defined and can still be reached from the outside world, they are kept in Object 0. When one of these numbers is dialed, the following recording is played: "You have reached an unassigned telephone number, please hang up and try again." No input is accepted from the caller. No message is taken which prevents unwanted messages such as those left by automatic dialers from consuming storage. The caller hears, "Goodbye" and is dropped.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

A VIRTUAL VOICE/COMPANY/OFFICE  
NETWORK TOOL  
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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 1

Company greetings, no associated extension or telephone number, no messages may be recorded. Play greeting twice and disconnect.

Non-area code specific Object.

Description:

The caller hears a recorded message and may enter an extension number or select a menu choice. No numbers are dialed automatically upon a caller reaching this mailbox. If the caller takes no action, the greeting is played twice and the caller is dropped.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

A VIRTUAL VOICE/COMPANY/OFFICE  
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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct/ as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 2

Disconnect from caller. Play silent greeting and hang up. No input is accepted from the caller.

Non-area code specific Object.

Description:

Commonly used as part of a configuration where there is a need to play a recording and while the recording is being played, allow the user to take an action such as entering an extension number or making a choice. If no selection or choice is made after the recording is played, there is a moment of silence while the caller is moved to a mailbox and placed in Object 2 where they may or may not hear a second recording depending on the application desired. No input is accepted from the caller. After the moment of silence or the second recording is played, the caller is dropped.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 3

Company greetings, no associated extension or telephone number, no messages may be recorded. Play greeting and disconnect.

Non area code specific Object.

Description:

The caller hears a recorded message and may enter an extension number or select a menu choice. If the caller takes no action, the caller is dropped.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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New Sheet

A VIRTUAL VOICE/COMPANY/OFFICE  
NETWORK TOOL  
KIT, METHOD, AND COMPUTER  
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John Kenneth Amick  
Application Number 09/556,439.

Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 4

Object dedicated to one of a kind, client specific application.

Description:

The caller hears a recorded message and may enter an extension number or select a menu choice. If the caller takes no action, the caller is dropped.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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A VIRTUAL VOICE/COMPANY/OFFICE  
NETWORK TOOL  
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John Kenneth Amick  
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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 5

Voice Response Server prompt mailboxes.

Store recordings used by the Voice Response Server.

Description:

Store recordings used by the Voice Response (IVR) portion of the Node or Hub.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 6

Pilot mailbox for Voice Response Server message pool.

Store recordings used by the Voice Response (IVR) Server application processor.

Description:

The lead mailbox number of a list of mailboxes responsible for the storage of application controlled messages.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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New Sheet

A VIRTUAL VOICE/COMPANY/OFFICE  
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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 7

Fax only with voice annotation.

Non-area code specific Object.

Description:

Any mailbox placed in this Object will accept only a fax with or without voice annotation. User input is accepted.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

Background  
Art

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A VIRTUAL VOICE/COMPANY/OFFICE  
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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 8

Voice Response Server Error mailbox.

Store error recording used by the Voice Response Server (IVR) application processor.

Description:

Any mailbox placed in this Object is an error-handling mailbox for the Voice Response Server (IVR) portion of the POP or NOCC. User input is accepted.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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New Sheet

A VIRTUAL VOICE/COMPANY/OFFICE  
NETWORK TOOL  
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John Kenneth Amick  
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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 9

Fax on demand. Prints the first fax in each mailbox.

Non-area code specific Object.

Description:

Prints only the first fax stored in a mailbox placed in this Object.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

Background  
Art

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A VIRTUAL VOICE/COMPANY/OFFICE  
NETWORK TOOL  
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PROGRAM PRODUCT  
John Kenneth Amick  
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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 10

Application Processor control.

Non-area code specific Object.

Description:

Takes the caller to Application Processor Control. A caller who reaches a mailbox in this Object is provided services by the Voice Response Server (IVR) application associated with that mailbox which acts as a call identification number.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

A VIRTUAL VOICE/COMPANY/OFFICE  
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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 11

Plays greeting once; after greeting plays, use extension number for next mailbox.

Non-area code specific Object.

Description:

Normally used to play a recording once which may give the caller enough time to take an action such as dialing an extension or selecting a choice. After greeting plays or if the caller takes no action, the caller is moved to a different part of the application. Also used as a way to rapidly and automatically move a caller from one mailbox to another.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 12

Play greeting twice; after greeting plays, use extension number for next mailbox.

Non-area code specific Object.

Description:

Normally used to play a recording twice, which may give the caller enough time to take an action such as dialing an extension or selecting a choice. After greeting plays or if the caller takes no action, the caller is moved to a different part of the application. Also used as a way to rapidly and automatically move a caller from one mailbox to another.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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A VIRTUAL VOICE/COMPANY/OFFICE  
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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 13

Block access to system distribution pilot numbers.

Non-area code specific Object.

Description:

Access to a distribution list whose pilot number is placed in this Object is restricted to users with special mailbox programming.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

A VIRTUAL VOICE/COMPANY/OFFICE  
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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 14

Fax overflow mailboxes (M/Bs)

Non-area code specific Object.

Description:

Used to provide a “fax store and forward” service to a client. When a fax machine on the client’s premise is busy or no answer, the caller is forwarded to a mailbox in this Object that provides fax tone, takes a fax, and repeatedly attempts to deliver the fax back to the originally called fax machine until successful.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 15

Call number first before playing greeting, record message option. Offsite only if urgent. May receive fax.

Object dedicated to one of a kind, client specific application.

Description:

Ring an extension, if busy or no answer, play a greeting, take a message, and activate “offsite message waiting” if the caller marked the message urgent. In addition, a mailbox placed in this Object will accept a fax. While listening to the greeting the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 16

Call number first before playing greeting, record message option. Station has multiple mailboxes, ask before connecting. Offsite only if urgent. May receive fax.

Object dedicated to one of a kind, client specific application.

Description:

Ring a phone, if answered announce the call, if busy or no answer, play a greeting, take a message and activate “off site message waiting” if the caller marked the message urgent. In addition, a mailbox placed in this Object will accept a fax. While listening to the greeting the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 17

“Greeting on” stops numbers from being dialed, record message option. Offsite only if urgent. May receive fax.

Object dedicated to one of a kind, client specific application.

Description:

Recording a greeting and turning the greeting on stops the extension number associated with a mailbox in this Object (if one exists) from being dialed. Mailbox will take a message and activate “off site message waiting” if the caller marked the message urgent. In addition, a mailbox placed in this Object will accept a fax. While listening to the greeting, the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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A VIRTUAL VOICE/COMPANY/OFFICE  
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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 18

Professional voice.

Object dedicated to one of a kind, client specific application.

Description:

Along with the normal features and functions given most users, a Mailbox placed in this Object has the privilege of being able to name mailboxes. Recording a greeting and turning the greeting on stops the extension number associated with a mailbox in this Object (if one exists) from being dialed. While listening to the greeting the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 19

Forms.

Object dedicated to one of a kind, client specific application.

Description:

This Object provides specific clients with an application that asks a series of questions one at a time and records the answers the caller gives in their own voice. After the questions are asked, the caller is given the option of reviewing their answers and re-recording them if so desired. Upon acceptance of the answers by the caller, the answers to the questions are placed in a mailbox specified by the client for further action.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 21

Page every time a message is left.

Object dedicated to one of a kind, client specific application.

Description:

When placed in this Object, a mailbox with an internal extension will activate a pager every time a message is left during user specified time periods. Recording a greeting and turning the greeting on stops the extension number associated with a mailbox in this Object (if one exists) from being dialed. While listening to the greeting the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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KIT, METHOD, AND COMPUTER  
PROGRAM PRODUCT  
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Application Number 09/556,439.

Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software ConstructClass of Service Documentation:

OBJ/SC/COS 30

Local call, call number first before playing greeting, record message option.

Non-area code specific Object.

Description:

A mailbox placed in this Object will call an external telephone number without dialing an area code and if not answered, will play a greeting and record a message. While listening to the greeting the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 31

Local call, call number first before playing greeting, record message option. Station has multiple mailboxes; ask before connecting.

Non-area code specific Object.

Description:

Dial a telephone number without dialing an area code; if answered, announce the call; if busy or no answer, play a greeting and take a message. While listening to the greeting the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 32

Local call, “greeting on” stops numbers from being dialed, record message option.

Non-area code specific Object.

Description:

Recording a greeting and turning the greeting on stops the telephone number associated with a mailbox in this Object (if one exists) from being dialed. When the user turns off the greeting, a mailbox placed in this Object will ring a phone without dialing an area code. The mailbox will take a message. While listening to the greeting the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 33

Local call, call number first before playing greeting, record message option. Offsite only if urgent. May receive fax.

Non-area code specific Object.

Description:

Ring a phone without dialing an area code, if busy or no answer, play a greeting and take a message. Mailbox will take a message and activate "off site message waiting" if the caller marked the message urgent. In addition, a mailbox placed in this Object will accept a fax. While listening to the greeting, the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 34

Local call, call number first before playing greeting, record message option. Station has multiple mailboxes; ask before connecting. Offsite only if urgent. May receive fax.

Non-area code specific Object.

Description:

Ring a phone without dialing an area code. If answered, the call will be announced and the called party will be given the option to accept or reject the call. If busy or no answer, a greeting may be played and a message taken. Mailbox will take a message and activate "off site message waiting" if the caller marked the message urgent. In addition, a mailbox placed in this Object will accept a fax. While listening to the greeting, the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 35

Local call, “greeting on” stops numbers from being dialed, record message option.  
Offsite only if urgent. May receive fax.

Non-area code specific Object.

Description:

Recording a greeting and turning the greeting on stops the telephone number associated with a mailbox in this Object (if one exists) from being dialed. When the user turns off the greeting, a mailbox placed in this Object will ring a phone without dialing an area code. Mailbox will take a message and activate “off site message waiting” if the caller marked the message urgent. In addition, a mailbox placed in this Object will accept a fax. While listening to the greeting, the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 36

Local call, blind transfer.

Non-area code specific Objects.

Description:

A mailbox in this Object will dial a telephone number without dialing an area code and then perform a blind transfer. The caller may dial no numbers and no messages may be recorded.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Object/Software Construct/Class of Service Documentation:

OBJ/SC/COS 37

Local call, call number first before playing greeting, no messages, play greeting twice, allow user to dial.

Non-area code specific Objects.

Description:

A mailbox in this Object will dial a telephone number without dialing an area code; if busy or no answer, the greeting will play twice, the user will be allowed to dial an extension or select a choice, no messages may be recorded.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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The following is an example of a set of area code specific Objects/Software Constructs. For clarity, only one set of area code specific Objects/Software Constructs is shown.

Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Example of Area Code Specific Objects/Software Constructs:

OBJ/SC/COS 50

(305) area code call; call number first before playing greeting; record message option.

Area code specific Objects.

Description:

A mailbox placed in this Object will dial a “1” and the above area code before calling an external telephone number. If the call is not answered; the mailbox will play a greeting and record a message. While listening to the greeting the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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The following is an example of a set of area code specific Objects/Software Constructs. For clarity, only one set of area code specific Objects/Software Constructs is shown.

Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Example of Area Code Specific Objects/Software Constructs:

OBJ/SC/COS 51

(305) area code call; call number first before playing greeting; record message Option. Station has multiple mailboxes; ask before connecting.

Area code specific Objects.

Description:

A mailbox placed in this Object will dial a “1” and the above area code before calling an external telephone number. If answered, it will announce the call; if busy or no answer, it will play a greeting and take a message. While listening to the greeting the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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The following is an example of a set of area code specific Objects/Software Constructs. For clarity, only one set of area code specific Objects/Software Constructs is shown.

Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Example of Area Code Specific Objects/Software Constructs:

OBJ/SC/COS 52

(305) area code call; “greeting on” stops numbers from being dialed; record message option.

Area code specific Objects.

Description:

Recording a greeting and turning the greeting on stops the telephone number associated with a mailbox in this Object (if one exists) from being dialed. When the greeting is turned off by the user, a mailbox placed in this Object will dial a “1” and the above area code before calling an external telephone number. The mailbox will take a message. While listening to the greeting the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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The following is an example of a set of area code specific Objects/Software Constructs. For clarity, only one set of area code specific Objects/Software Constructs is shown.

Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Example of Area Code Specific Objects/Software Constructs:

OBJ/SC/COS 53

(305) area code call; call number first before playing greeting; record message option; offsite only if urgent; may receive Fax.

Area code specific Objects.

Description:

A mailbox placed in this Object will dial a “1” and the above area code before calling an external telephone number. If busy or no answer, play a greeting and take a message. Mailbox will take a message and activate “off site message waiting notification” if the message was marked urgent. In addition, a mailbox placed in this Object will accept a fax. While listening to the greeting the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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The following is an example of a set of area code specific Objects/Software Constructs. For clarity, only one set of area code specific Objects/Software Constructs is shown.

Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Example of Area Code Specific Objects/Software Constructs:

OBJ/SC/COS 54

(305) area code call; call number first before playing greeting; record message option. Station has multiple mailboxes; ask before connecting. Offsite only if urgent. May receive Fax.

Area code specific Objects.

Description:

A mailbox placed in this Object will dial a “1” and the above area code before calling an external telephone number. If answered, the call will be announced and the called party will be given the option to accept or reject the call. If busy or no answer, a greeting may be played and a message taken. Mailbox will take a message and activate “off site message waiting if the message was marked urgent. In addition, a mailbox placed in this Object will accept a fax. While listening to the greeting the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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The following is an example of a set of area code specific Objects/Software Constructs. For clarity, only one set of area code specific Objects/Software Constructs is shown.

Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Example of Area Code Specific Objects/Software Constructs:

OBJ/SC/COS 55

(305) area code call; call number first before playing greeting; record message option. Station has multiple mailboxes; ask before connecting. Offsite only if urgent. May receive Fax.

Area code specific Objects.

Description:

A mailbox placed in this Object will dial a “1” and the above area code before calling an external telephone number. If answered, the call will be announced and the called party will be given the option to accept or reject the call. If busy or no answer, a greeting may be played and a message taken. Mailbox will take a message and activate “off site message waiting if the message was marked urgent. In addition, a mailbox placed in this Object will accept a fax. While listening to the greeting the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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The following is an example of a set of area code specific Objects/Software Constructs. For clarity, only one set of area code specific Objects/Software Constructs is shown.

Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Example of Area Code Specific Objects/Software Constructs:

OBJ/SC/COS 56

(305) area code call; blind transfer.

Area code specific Objects.

Description:

A mailbox placed in this Object will dial a “1” and the above area code before calling an external telephone number and performing a blind transfer. No numbers may be dialed by the [[The]] caller and no messages may be recorded.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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The following is an example of a set of area code specific Objects/Software Constructs. For clarity, only one set of area code specific Objects/Software Constructs is shown.

Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Example of Area Code Specific Objects/Software Constructs:

OBJ/SC/COS 57

(305) area code call; call number first before playing greeting; no messages; play greeting twice; allow user to dial.

Area code specific Objects.

Description:

A mailbox placed in this Object will dial a “1” and the above area code before calling an external telephone number. If the number is busy or no answer, a greeting will play twice and the user will be allowed to dial an extension or select a choice; no messages may be recorded.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Additional Examples of Objects/Software Constructs:

OBJ/SC/COS 455

Object dedicated to one-of-a-kind, client specific application.

Description:

Ring a phone without dialing an area code. If answered, the call will be announced and the called party will be given the option to accept or reject the call. If busy or no answer, a greeting may be played and a message taken. Mailbox will take a message and activate "off site message waiting" if the caller marked the message urgent. In addition, a mailbox placed in this Object will accept a fax. While listening to the greeting the caller may enter an extension number or select a choice.

This Object provides a special dynamic call blocking service to the company. When a caller enters a universal port they are given a numeric value that stays with them for the duration of the call. The caller may only reach an Object with the same numeric value or a "0" value.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Additional Examples of Objects/Software Constructs:

OBJ/SC/COS 456

Object dedicated to one-of-a-kind, client specific application.

Description:

Takes the caller to Application Processor Control. A caller that reaches a mailbox in this Object is taken to the IVR application associated with that mailbox which acts as a call identification number.

This Object provides a special dynamic call blocking service to the company. When a caller enters a universal port they are given a numeric value that stays with them for the duration of the call. The caller may only reach an Object with the same numeric value or a "0" value.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

**Additional Examples of Objects/Software Constructs:**

**OBJ/SC/COS 457**

(800) area code.

Object dedicated to one-of-a-kind, client specific application.

**Description:**

A mailbox placed in this Object will dial a “1” and the above area code before calling an external telephone number. If answered, it will announce the call; if busy or no answer, it will play a greeting and take a message. While listening to the greeting the caller may enter an extension number or select a choice.

This Object provides a special dynamic call blocking service to the company. When a caller enters a universal port they are given a numeric value that stays with them for the duration of the call. The caller may only reach an Object with the same numeric value or a “0” value.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

**Additional Examples of Objects/Software Constructs:**

**OBJ/SC/COS 458**

Object dedicated to one-of-a-kind, client specific application.

**Description:**

Recording a greeting and turning the greeting on stops the telephone number associated with a mailbox in this Object (if one exists) from being dialed. When the user turns off the greeting, a mailbox placed in this Object will ring a phone without dialing an area code. Mailbox will take a message. While listening to the greeting the caller may enter an extension number or select a choice.

This Object provides a special dynamic call blocking service to the company. When a caller enters a universal port they are given a numeric value that stays with them for the duration of the call. The caller may only reach an Object with the same numeric value or a "0" value.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Additional Examples of Objects/Software Constructs:

OBJ/SC/COS 459

Object dedicated to one-of-a-kind, client specific application.

Used to automatically move callers to different parts of an application.

Description:

This Object provides a special dynamic call blocking service to the company. When a caller enters a universal port they are given a numeric value that stays with them for the duration of the call. The caller may only reach an Object with the same numeric value or a "0" value.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Additional Examples of Objects/Software Constructs:

OBJ/SC/COS 460

Object dedicated to one-of-a-kind, client specific application.

Used to automatically move callers to different parts of an application.

Description:

This Object provides a special dynamic call blocking service to the company. When a caller enters a universal port they are given a numeric value that stays with them for the duration of the call. The caller may only reach an Object with the same numeric value or a "0" value.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Additional Examples of Objects/Software Constructs:

OBJ/SC/COS 462

Object dedicated to one-of-a-kind, client specific application.

Description:

Plays an announcement twice and hangs up.

This Object provides a special dynamic call blocking service to the company. When a caller enters a universal port they are given a numeric value that stays with them for the duration of the call. The caller may only reach an Object with the same numeric value or a "0" value.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Additional Examples of Objects/Software Constructs:

OBJ/SC/COS 463

Object dedicated to one-of-a-kind, client specific application.

Description:

Ring a phone without dialing an area code; if answered, announce the call; if busy or *no answer*, play a greeting and take the caller to a specific location in the client's configuration. While listening to the greeting the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Additional Examples of Objects/Software Constructs:

OBJ/SC/COS 464

Object dedicated to one-of-a-kind, client specific application.

Description:

This Object provides a specific client with an application that asks a series of questions one at a time and records the answers that a caller gives in their own voice. After the questions are asked, the caller is given the option of reviewing their answers and re-recording them if so desired. Upon acceptance of the answers by the caller, the answers to the questions are placed in a mailbox specified by the client for further action.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Additional Examples of Objects/Software Constructs:

OBJ/SC/COS 465

Object dedicated to one-of-a-kind, client specific application.

Description:

This Object provides a specific customer with an application that asks a series of questions one at a time and records the answers that a caller gives in their own voice. After the questions are asked, the caller is given the option of reviewing their answers and re-recording them if so desired. Upon acceptance of the answers by the caller, the answers to the questions are placed in a mailbox specified by the client for further action.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Constructs.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Additional Examples of Objects/Software Constructs:

OBJ/SC/COS 468

Object dedicated to one-of-a-kind, client specific application.

Description:

This Object provides time of day control so callers hear different appropriate recordings at different times of day.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

A VIRTUAL VOICE/COMPANY/OFFICE  
NETWORK TOOL  
KIT, METHOD, AND COMPUTER  
PROGRAM PRODUCT  
John Kenneth Amick  
Application Number 09/556,439.

Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Additional Examples of Objects/Software Constructs:

OBJ/SC/COS 469

Object dedicated to one-of-a-kind, client specific application.

Description:

This Object provides time of day control so callers who press a “0” for the operator will be moved to different mailboxes during different times of day and after hours. One mailbox will ring a phone without dialing an area code; if answered, announce the call; if busy or no answer, play a greeting and take a message. The other mailbox takes a message without dialing a phone (normally used after hours or during lunch). While listening to the greeting the caller may enter an extension number or select a choice.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Additional Examples of Objects/Software Constructs:

**OBJ/SC/COS 472**

Object dedicated to one-of-a-kind, client specific application.

**Description:**

A mailbox placed in this Object has an intercept that can be controlled by time of day.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

**Background**

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Additional Examples of Objects/Software Constructs:

OBJ/SC/COS 473

(718) area code; blind transfer.

Area code specific Objects.

Description:

A mailbox placed in this Object will dial a “1” and the above area code before calling an external telephone number and performing a blind transfer. The caller may dial no numbers and no messages may be recorded.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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New Sheet

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Additional Examples of Objects/Software Constructs:

OBJ/SC/COS 474

Object dedicated to one-of-a-kind, client specific application.

Description:

This Object provides time of day control so callers hear different appropriate recordings at different times of day.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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New Sheet

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Additional Examples of Objects/Software Constructs:

OBJ/SC/COS 475

Object dedicated to one-of-a-kind, client specific application.

Description:

The caller hears a recorded message and may enter an extension number or select a menu choice. No telephone numbers are dialed automatically upon a caller reaching this mailbox. If the caller takes no action, the greeting is played twice and the caller is dropped. A mailbox placed in this Object has a specific dedicated operator when a "0" is pressed.

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.

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Programming language such as C, C++, Visual C++ or other languages that can be used to create a GUI interface or proprietary high level command line language may be used to program the following Object/Software Construct as set forth herein.

Additional Examples of Objects/Software Constructs:

OBJ/SC/COS 511

Ports level

Ports level Object.

This is a fail safe Object where callers are sent when there is no identifying number coming from the PBX portion of the [[Node]] POP or [[Hub]] NOCC. This Object also comes into play when the Call Processor portion of the [[Node]] POP or [[Hub]] NOCC doesn't know what else to do with the caller due to a software or ring cadence error. This Object contains the greetings that are played during different times of day and the operator's mailboxes that are used when a caller presses "0".

If a programming language other than C, C++, Visual C++, or other high level command line language is used, adjust the programming as required to program each Object/Software Construct.